

# Why Certify? Certified in Volunteer Administration vs. Certified Administrator of Volunteer Services

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Presenters: Andrea Hill, Director of Volunteer Memphis



# The CVA Credential: *A Mark of Excellence*

Council for Certification in Volunteer Administration

[www.cvacert.org](http://www.cvacert.org)

November 2019



# Agenda

- History of the CVA credential
- Body of Knowledge and Competencies
- Professional certification vs. certificate
- Eligibility, Application and Fees
- The CVA Exam
- Resources and Candidate Support
- Renewal requirements
- Benefits of certification



# History

- **Early 1980's:** First competency-based, international certification developed by Association for Volunteer Administration: *CVA (Certified in Volunteer Administration)*
- **2000:** Revision to update competencies & align with national certification standards
- **2006:** AVA dissolves. CCVA established as new home for CVA credential and “*Professional Ethics*” material
- **2010:** CCVA also assumes management of certification program for volunteer resource professionals in U.S. healthcare settings
- **2016:** Cumulative 1700+ CVAs awarded in 10 countries



# CVA Supporters

- Association of Leaders in Volunteer Engagement (ALIVE)
- Energize, Inc.
- Habitat for Humanity International
- Idealist.org
- International Association of Volunteer Efforts (IAVE)
- International Volunteer Managers Day
- National Assoc. of Volunteer Programs in Local Government (NAVPLG)
- National Human Services Assembly
- Points of Light
- The Aging Network's Volunteer Collaborative
- United Way Worldwide
- Volunteer Canada
- Volunteer Management Professionals of Canada (VMPC)
- VolunteerMatch
- Volunteer Today

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# Two Certifications

## CCVA

*Council for Certification in Volunteer Administration*

## CVA

*Certified in Volunteer Administration*

- Paid or unpaid professionals in any setting
- International
- Sponsored by CCVA

## CAVS

*Certified Administrator of Volunteer Services*

- Salaried professionals in healthcare settings
- USA only
- Sponsored by Association for Healthcare Volunteer Resource Professionals (AHVRP)



# CCVA Job Task Analysis

- 2014 task force of CVAs (U.S. and Canada)
- Adoption of The Canadian National Occupational Standards for Managers of Volunteer Resources (2012) as highly credible, current foundation
- International survey of practitioners (850+ responses)
- New Body of Knowledge and Competency Framework released Spring 2015



# 2015 Body of Knowledge and Competency

<http://cvacert.org/resources-and-media/>

## *Unique Tasks:*

- Plan for Strategic Volunteer Engagement
- Advocate for Volunteer Involvement
- Attract and Onboard a Volunteer Workforce
- Prepare Volunteers for their Role
- Document Volunteer Involvement
- Manage Volunteer Performance and Impact
- Acknowledge, Celebrate and Sustain Volunteer Involvement



# 2015 Body of Knowledge and Competency

## *Enabling Knowledge:*

- Budget and Financial Analysis

- Collaboration Principles and Tools

- Communication Methods & Principles

- Community Needs

- Volunteer Motivations

- Evaluation

- Ethics

- Goal and Objective Setting

- Human Resource Laws

- Training Design

- Marketing

- Needs Assessment

- Partnership Development

- Policies and Procedure Development

- Project Management

- Public Relations

- Record Keeping

- Recruitment Principles and Strategies

- Research Methods

- Risk Management

- Strategic Planning

- Screening and Placing Volunteers

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# 2015 Body of Knowledge and Competency

## *Enabling Skills:*

- Use Interpersonal Skills to Build Relationships
- Ensure a Fair and Inclusive Work Environment
- Develop and Disseminate Written Communications
- Analyze Work and Delegate Tasks
- Facilitate Training Activities
- Share Stories to Illustrate a Point
- Present to Groups
- Analyze Data and Make Recommendations
- Convey Enthusiasm for Volunteerism
- Resolve Conflict
- Motivate Others



# A Multi-Purpose Resource

- ▶ Basis for certification programs
- ▶ Curriculum development by trainers and educators
- ▶ Holistic framework for new practitioners
- ▶ Hiring and capacity-building tool for H.R. managers and executives
- ▶ Guidance for individual professional development



# The CVA Credential

***IS...***

Universal, applicable to all settings  
Competency-based certification  
Developed by peers  
Voluntary  
Internationally accessible

***IS NOT...***

A “how to” course or class  
An education-based certificate of completion  
Linked to a specific college or university



# Candidate Eligibility

- Minimum of 3 years experience (paid or unpaid)
- At least 30 % of current position related to volunteer resources management
- Documented educational and experiential readiness



# How To Apply

- Applications accepted continuously
- Download Application and Certification Handbook
- Include resume and one letter of professional recommendation
- Submit via email or postal mail
- All materials and payment must be submitted before review by CCVA. Incomplete applications not accepted.



# 2017 FEES

- Regular fee: \$350 US
- Member discounted fee: \$315 US
  - Points of Light - HandsOn
  - Association of Leaders in Volunteer Engagement
  - Volunteer Canada
  - VolunteerMatch
  - Volunteer Management Professionals of Canada
  - Habitat for Humanity International
  - National Association for Volunteer Programs in Local Government
  - United Way Worldwide
- Exam re-sit fee: \$95 US
- CVA Renewal fee: \$175 US



# The CVA Exam

- 100 multiple choice questions to assess:
  - *Knowledge: recall of facts, concepts, procedures*
  - *Application: ability to apply knowledge to situations and scenarios*
- 10 Field Test questions (not scored)
- All questions based on Body of Knowledge and Competencies
- All questions equally weighted
- Two hours to complete the exam (computer based testing)
- Scored on a pass/fail basis



# The CVA Exam

- Delivered via computer using Pearson VUE global network of testing centers with on-site proctoring
- Candidates schedule their own exam
- Exam Schedule:

## **Spring Exam Window**

April 1-12, 2019

## **Application Deadline**

March 1, 2019

## **Fall Exam Window**

October 11, 2019

## **Application Deadline**

September 1, 2019



# Exam Reference Materials

- Exam content not based on memorization of any particular book or reference.
- Self-study focused on gaps in your knowledge and/or experience
- Sample references:

Volunteer Administration: Professional Practice. (1<sup>st</sup> or 2<sup>nd</sup> or 3<sup>rd</sup> edition)

<http://cvacert.org/resources-and-media/ccva-textbook/>

Ellis, Susan. From the Top Down. (1996)

[www.energizeinc.com/store/](http://www.energizeinc.com/store/)

e-Volunteerism - The Electronic Journal of the Volunteer Community

<http://www.energizeinc.com/store/>

Professional Ethics in Volunteer Administration (free)

<http://www.cvacert.org/professional.htm>



# Candidate Support

- Comprehensive CVA Certification Handbook
- Self-Assessment tool
- Local study group or study-buddy
- Connections with CVAs near you or in similar settings
- Sample test questions (not intended as a major study tool)
- FAQ's
- Visit <http://cvacert.org/cva-candidates/>



# Award of CVA Status

- Use of CVA designation
- Certificate
- Media release
- Announcement letter
- CVA Registry on website
- Invitation to join committees
- Lapel pin



# Certification Renewal

- Required every 5 years
- Must earn 35 Professional Development Units (PDUs) per 5-year recertification cycle
- Demonstrate learning, professional growth, leadership
- Maximum flexibility, minimum time to track
- Details and tracking forms provided



# Benefits of Certification

- Increased confidence
- Enhanced credibility
- Learning through self-assessment
- Increased commitment
- Transferable validation of knowledge and skills



# Benefits of Certification

- Affirmation of current practice
- Demonstrated organizational commitment to excellence
- External validation of professional competencies and leadership potential
- Connections to other like-minded peers!



# Hear From Your Peers

Thoughts and advice from current CVAs...

*Why did you pursue this credential?*

*What did you gain from the process?*

*How did you decide you were ready?*



# Are YOU Ready?

- 3+ years of experience
- More years of experience does not mean you have a better chance of success
- This is NOT about memorizing what you read
- Emphasis on understanding universal principles and concepts of effective practice
- Professional certification is a rigorous process requiring time and focus



# Council for Certification in Volunteer Administration (CCVA)

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